SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
April 11, 2001

Agenda Items

·   Status of Previous Action Items (Rice)
·   Support Center Items (Baker)
·   Review of Initial List of Services for FY2002-06 Strategic Plan (Yockman/Kruse)

Status of Previous Action Items

The following action items, and their status to date, were summarized as follows:

	Action Item	Status
1.	Provide instructions for using FTP to exchange files outside SC DOE. (Baker)	See SCSC Discussion
2.	Discuss requirements for customer-initiated routine maintenance of workstations (e.g., scandisk) in conjunction with the rollout of Windows 2000. (Baker)	See SCSC Discussion
3.	Investigate the advisability of performing preventive maintenance on color printers in January prior to regular heavy use in February, March, and April. (Baker)	Will update at next meeting
4.	Provide an update on the disability requirements for web pages (e.g., deadlines, enforcement.) (Baker)	See SCSC Discussion
5.	Seek input from other existing groups (e.g., OAs and IMB) on prioritizing FY 2002 – 2006 Strategic Plan projects. (Griffin)	*Ongoing during April/May*
6.	Research whether earphones can be provided as a part of the standard workstation for all SC employees. (Beall)	See SCSC Discussion
7.	Provide a status update on: Graphics Toolset, Document Management, SCIP/Query & Reporting Tool, WSX, and Windows 2000. (Hughes)	Scheduled for the 4/18/01 meeting
8.	Provide an update on the SC-60 representative. (Rice)	Under discussion with Clark. Should have rep in April
9.	Discuss the CIAG meeting schedule. (Rice/CIAG)	4/18 meeting to be rescheduled; discussion of regular CIAG schedule to be a future agenda item.

upport Center Items

Brent Baker provided the CIAG with the following information and updates:
·   The SC User Exchange List: The List was provided along with a graph showing a continuing increase in users' e-mail storage use over time.
·   File Transfer Protocol (FTP): Baker provided instructions for completing this process.

- Routine maintenance of workstations (e.g., scandisk) in conjunction with the rollout of Windows 2000: With Windows 2000, users will be able to defrag and run scandisk automatically according to Baker. SCSC will discuss this capability further when Windows 2000 is rolled out.
- Provide an update on the disability requirements for web pages (e.g., deadlines, enforcement.): Baker is working to get Rick Borchelt's guidance concerning this issue, and will report to the CIAG once he receives this information.
- Research whether earphones can be provided as a part of the standard workstation for all SC employees: The CIAG agreed that the purchase of headphones should be handled on an as needed basis; therefore, users can make headphone requests by contacting SCSC.

Review of Initial List of Services for FY2002-06 Strategic Plan

Dick Yockman and Jason Kruse provided the initial list of services for the FY 02 –06 Strategic Plan. The CIAG commented that there needs to be a better distinction between federal and contractor support of IM services. The CIAG also asked for SC-65 to consider the following:

- Rename the "Legacy System Maintenance and Support" service to something else, e.g., "Production Systems" or "Existing Systems." The CIAG felt that the term "legacy" implied old systems that were going to be phased out.
- Break down the service description and funding for "IM Management & Corporate Integration."
- Provide a better description of SC Homepage Support in comparison with the IM Communications service that also includes Homepage support.
- Add a third column to the table that will show FY 01 service costs for comparison purposes.

Yockman said that these requests would be integrated into future FY 02-06 Strategic Planning materials.

Action Items

- Reschedule next week's CIAG meeting: Send an e-mail to CIAG members with alternative dates and times. (Rice)
- Provide an update on the SC-60 representative. (Rice)
- Update the CIAG on disability requirements once follow up information is obtained from Rick Borchelt. (Baker)
- Put on an upcoming CIAG agenda a discussion of the scheduling process for the videoconference rooms. (Rice)
- Discuss the CIAG meeting schedule after the Strategic Planning process is over in May. (Rice/CIAG)
- Integrate changes requested by CIAG into future FY02-06 Strategic Planning materials per discussion in the preceding section of the meeting notes. (Griffin/Kruse)

Proposed 4/11/01 Meeting Agenda

- Status of Previous Action Items (Rice)
- SC-60 Representative Update
- Support Center Items (Griffin/Baker)
- Project Status Update (Hughes)
- Strategic Plan FY02-06: Continued Discussion of Planned Services

Meeting Attendees

Name		Organization	Contact Information
Burris-Co-Chair	**Peggy**	**SC-1 & 5**	**6-7265**
Rice–Exec. Sec	**Pat**	**SC-65**	**3-4556**
Afzal	Shahida	SC-50 (ESMT)	3-4941
Baker	Brent	SC-65	3-2345
Beall	Jeanne	SC-65	3-4587
Buswell	Steve	SC-7	6-9741
Eckstrand	Steve	SC-55	6-5428
Farrand	Sue	SC-65	3-1884
Kruse	Jason	SC-65	3-6592
Lynott	Michael	SC-65	3-7643
Martin	Joanna	SC-65	3-5730
Miller	Caryle	SC-82	3-8434
Oyler	Dean	SC-22	3-6394
Stodolsky	Marvin	SC-72	3-4475
Talamini	Karen	SC-14	3-4563
Yockman	Dick	SC-65	3-3394